

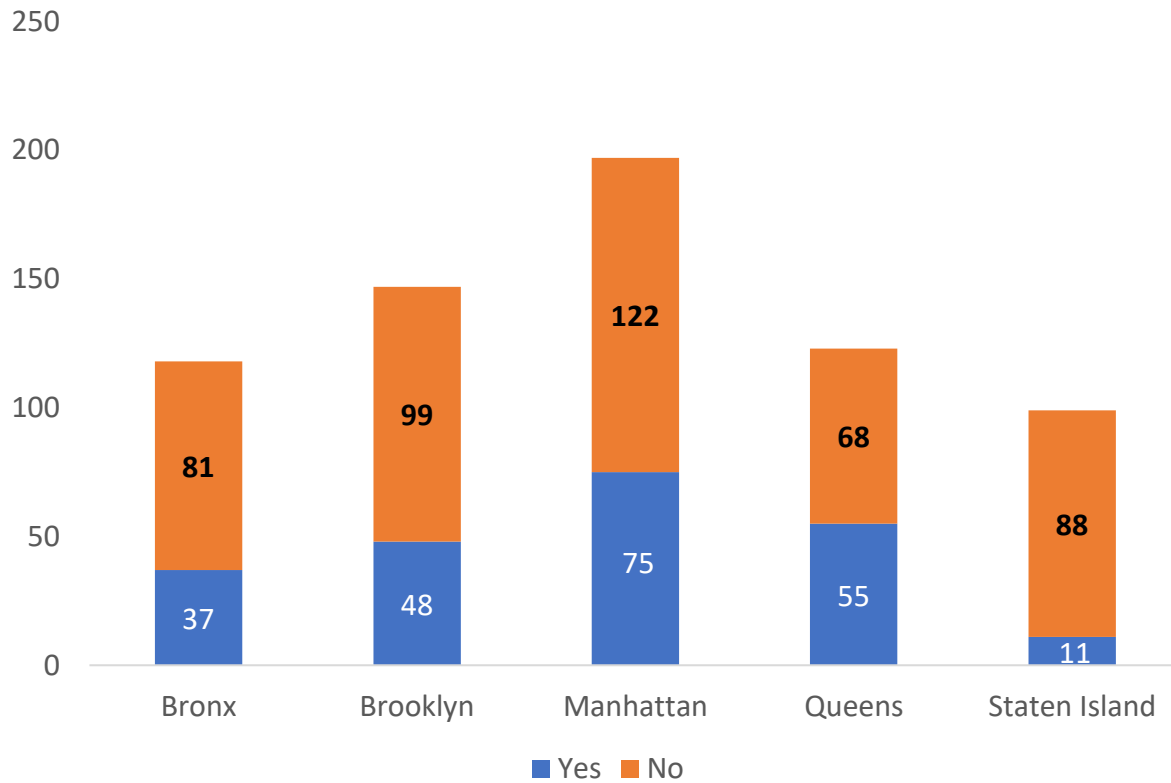
The Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV) develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach, and operates the New York City Family Justice Centers. The NYC Family Justice Centers are co-located multidisciplinary service centers providing vital social services, civil legal, and criminal justice assistance for survivors of domestic and gender-based violence and their children—all under one roof.

This is the fifth annual report to be provided in compliance with Local Law 40 of 2019, covering the time period July 1, 2023 through June 30, 2024. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time-period, 684 surveys were collected, 118 in the Bronx, 147 in Brooklyn, 197 in Manhattan, 123 in Queens and 99 in Staten Island.

### 1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=684)<sup>1</sup>

Services	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	34	106	95	69	51	355
Housing Information/Advocacy	20	29	43	33	16	141
Civil Legal Services	23	29	46	30	10	138
Safety Planning	30	23	28	31	25	137
Counseling Services	16	21	46	27	8	118
Practical Support	15	9	34	19	9	86
Child Services	7	8	22	15	11	63
Public Benefits Information/Services	12	6	20	18	3	59
Shelter Information/Advocacy	7	12	16	13	7	55
Other Support Services <sup>2</sup>	4	4	16	14	7	45
Criminal Justice/NYPD Services	11	6	15	14	6	52
Economic Empowerment Services	20	2	13	8	1	44
Mental Health Services <sup>3</sup>	0	1	12	5	0	18

## 2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=684)



Percentage of respondents who responded “Yes” to question 2 within each borough: Bronx: 31%, Brooklyn: 33%, Manhattan: 38%, Queens: 45%, and Staten Island: 11%.

### 2A. IF YES, IN WHAT LANGUAGE? (N=226)<sup>4</sup>

Language	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Spanish	32	43	63	47	6	191
Urdu	2	0	1	0	2	5
Russian	0	1	2	1	1	5
Cantonese	0	0	2	1	0	3
Arabic	2	0	0	1	0	3
Bengali	0	0	0	0	1	1
French	0	0	1	0	0	1
Croatian	1	0	0	0	0	1
Finnish	0	0	0	0	1	1
Haitian-Creole	0	1	0	0	0	1
Unknown	2	1	6	5	0	14



#### 4. WOULD YOU RECOMMEND THE FAMILY JUSTICE CENTER TO OTHERS (N=336)?

Borough	Respondents	Recommend?	%
Bronx	118	118	100%
Brooklyn	147	147	100%
Manhattan	197	194	98.5%
Queens	123	123	100%
Staten Island	98	96	98.0%

Note: 1 (0.1%) respondent in Staten Island did not respond to this question.

<sup>1</sup>This data reflects information provided by the respondent and may not reflect all services received.

<sup>2</sup>“Other supportive services” include special events, yoga and meditation classes. This category replaces “spiritual support services”. The FJCs do not provide spiritual support services.

<sup>3</sup>In previous reports this was referred to as “psychiatric services”.

<sup>4</sup>One client indicated that they received services in four languages (Bengali, French, Mandarin, Spanish and Urdu. Since the language services was provided in could not be determined this survey was reflected in the “unknown” category.